Rogers Enhanced Guide

FUTURE MOVIES FREEDOM NEXT SPORTS **ENTERTAIN** WATCH ACTION **breathtaking** **LIVE** **ANYPLACE** CONVENIENT FUTURE MOVIES **cable** **EASY** **STUNNING** MOVIES **NEW RELEASE** FAVOURITE **EXCITING**

ROGERS™

Enhanced Guide

With your Enhanced Guide, you can see 7 days of TV listings. To access the guide, simply press the GUIDE button on your Rogers remote and the program listings will appear.

There are two guide views available; Classic Modern HD (appears by default) which shows the program listings at the top of the screen and the video in the bottom right hand corner.

And Modern HD which shows the program listings over top of the video screen.

TO USE THE ENHANCED GUIDE:

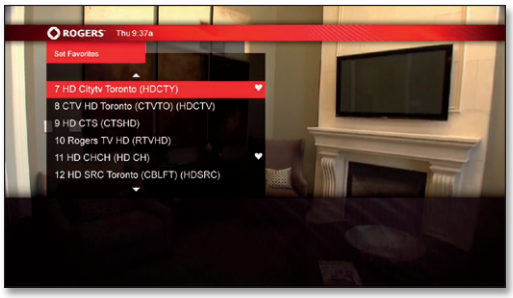
1. Press GUIDE on your remote to access the Enhanced Guide. The program you're currently watching will be displayed in the bottom right hand corner (Classic Modern HD guide view) or in the background (Modern HD guide view).
2. Scan through the guide with the arrow buttons or Page buttons. As you scroll through the listings, you can see the long description of the program at the bottom that will scroll if it's too long to appear on a single screen. You can also press INFO at any time to see the description of the show in the centre of your screen. To navigate to program listings on a future date, press B and select a date in the future on the calendar within the 7 days of listings available.
3. When you see something you like that's on now, press OK SELECT to tune to the program. If you select a program that has not started yet, a pop-up will appear and will allow you to set a reminder, tune to the channel, set the channel as favourite or block the channel. If your NextBox™ is a Personal Video Recorder (PVR) you will also have the option to record the program or record the series.
4. To exit the guide and return to your current program, press EXIT.
5. By default, your guide will appear in the Classic Modern HD guide view. To switch to the Modern HD view press SETTINGS select Appearance and change Theme to Modern HD and select Save. Your NextBox™ will reboot and when it comes back on, your guide view will be changed.

Did You Know

You can easily find new episodes on the Enhanced Guide by looking for the NEW flag located in front of the program title.

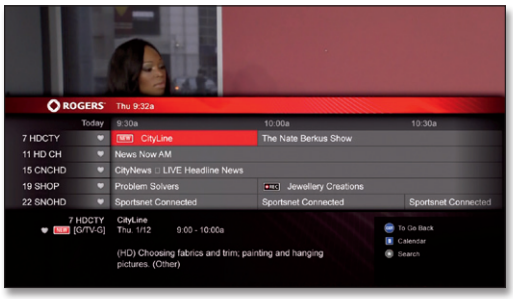
Customized Guide Views – Favourites, Hide Channels

You can set up customized views of the guide to easily navigate favourite channels by setting Favourites or hiding channels that you don't use or want to see in the Enhanced Guide.


ROGERS
Thu 9:37a
Set Favorites
7 HD Citytv Toronto (HDCTY)
8 CTV HD Toronto (CTVTO) (HDCTV)
9 HD CTS (CTSHD)
10 Rogers TV HD (RTVHD)
11 HD CHCH (HD CH)
12 HD SRC Toronto (CBLFT) (HDSRC)

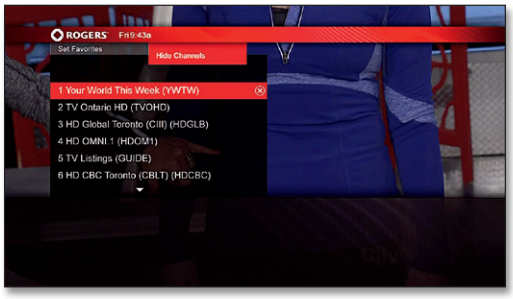
TO SET FAVOURITES:

1. Press MENU, select Favourites and press OK/SELECT. You can also set Favorites from SETTINGS, select Channel Setup and press OK/SELECT.
2. Select a channel to add to your Favourites and press OK/SELECT. A heart icon will appear beside the channel.
3. When you have completed setting channels to your Favourites, press EXIT or LIVE to return to TV.



TO ACCESS YOUR FAVOURITES:

1. Press FAV key or press GUIDE twice and your Enhanced Guide will appear with only your Favourite channels.
2. Select a channel to watch and press OK/SELECT to tune to the channel.

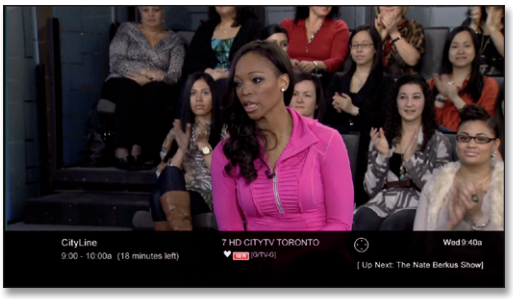


TO HIDE CHANNELS:

1. Press SETTINGS, select Channel Setup and press OK/SELECT.
2. Select Hide Channels tab, select a channel from the list and press OK/SELECT. An X will appear beside the channel.
3. Press GUIDE to access the Enhanced Guide. The channels you have set to hide will no longer appear or be accessible through direct tuning.

Channel Banner

The Channel Banner gives you information about a program while you're watching it.

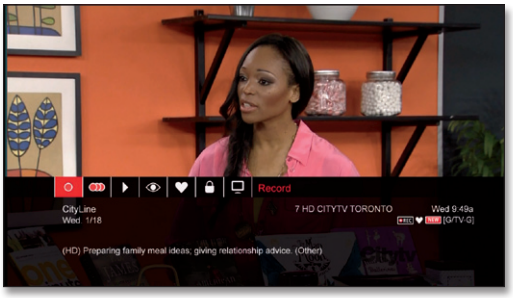


TO USE THE CHANNEL BANNER:

1. Press an arrow key ( ) and the Channel Banner for the program you are watching will appear at the bottom of your screen on the first click. Information displayed in the Channel Banner includes the channel name and number, program title, duration and time left, and the name of the upcoming program on the channel.
2. You can see what was showing on the same channel prior to the current program by pressing and what's on next by pressing .
3. To see what's on channels above and below the current channel you are watching, press and keys. To tune to a program listed in the channel banner, press .

Info Banner

The Info Banner provides more than just the program description. It also indicates the enhanced settings available for the program such as closed captioning (CC). These services must be turned on in the settings menu as they are set off by default in order for them to be displayed in the programing information in the Info Banner's display. Press INFO and the info banner will appear across the bottom of the screen. Options available from the info banner include Set/Unset the Channel as a Favorite, Block/Unblock Channel, Change aspect ratio, and turn On/Off Closed Captioning (if available).



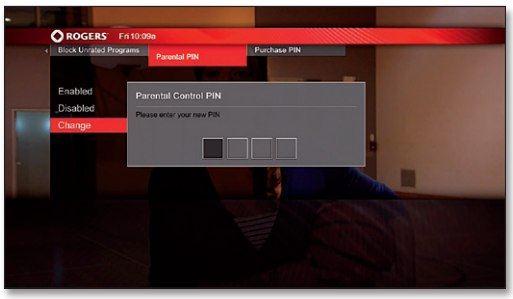
TO USE THE INFO BANNER:

1. Press INFO and the Info Banner will appear over the video at the bottom of your screen, displaying the channel, title and time of your program. The info banner displays program name, channel name and number, current time and date and the long description of the program you are watching.
2. From the Info Banner, you can add the current channel to your favourites, block the channel (you will need your to enter your Parental Control PIN to unblock), change the video aspect ratio from normal to stretched (change output) and enable or disable closed captioning. If your NextBox™ is a PVR you will also have the option to record the current program or record the series.

Your Personal Identification Numbers (PIN) Parental Control PIN and Purchase PIN

SECURE YOUR SETTINGS AND PURCHASES.

A Parental Control PIN is necessary for Parental Control settings and a Purchase PIN that is used to securely purchase On Demand and Pay Per View content.



Did You Know

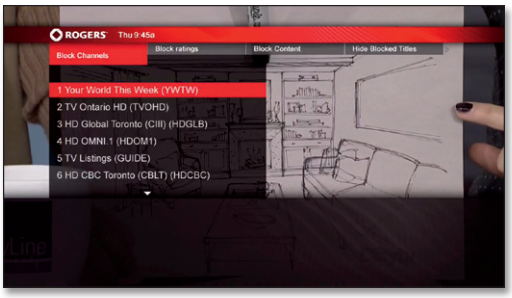
The default PIN for your account is 0000. Rogers recommends using this for blocking and purchasing to reduce the likelihood of forgetting it. After three failed attempts to enter your PIN, the system will be locked. If you've forgotten your PIN or need to reactivate it, call **1 866 368-8335** for assistance.

TO CREATE PIN:

1. Press SETTINGS and scroll to Parental Control. Press OK/SELECT.
2. You will be prompted to enter your PIN. The default PIN for Parental Control and Purchase is 0000 – Rogers recommends changing these to protect your security.
3. To change, enable or disable your Parental PIN, using the ◀ or ▶ key navigate to the Parental PIN Tab. From this tab you can select Enabled (default selection), Disabled or Change. To change your Parental Control PIN, select change then press OK/SELECT. Enter a new PIN and confirm by reentering the same number when prompted and your new Parental Control PIN will be set.
4. To change, enable or disable your Purchase PIN, using the ◀ or ▶ key keys to navigate to the Purchase PIN tab and press OK/SELECT on Purchase PIN Setup. From this tab you can select Enabled (default selection), Disabled or Change. To change your Purchase PIN, select change then press OK/SELECT. Enter a new PIN and confirm by reentering the same number when prompted and your new Purchase PIN will be set.
5. To exit, press EXIT twice or press LIVE to go back to the TV.

THE PARENTAL CONTROL SETTINGS THAT CAN BE CONFIGURED INCLUDE:

1. Block Channels prevents tuning to blocked channels
2. Block by Ratings prevents tuning to programs with blocked ratings eg. NC-17, R, etc.
3. Block by Content prevents tuning to programs with blocked content eg. Violence, Nudity, etc.
4. Hide Blocked Titles prevents viewing titles and descriptions on Blocked Channels, and programs with Blocked Ratings and Content in the Enhanced Guide
5. Block Unrated Programs prevents tuning to programs that are unrated



TO UNBLOCK A CHANNEL OR PROGRAM YOU ARE TUNING TO:

1. Enter your Parental Control PIN when prompted.
2. Select the option that applies in the pop-up window. You will be able to choose to unblock the channel or program temporarily or reset to default setting to unblock.
3. The blocked channel/program will appear.

TO CONFIGURE PARENTAL CONTROL SETTINGS LISTED ABOVE:

1. Press SETTINGS, scroll down to Parental Control, and enter your Parental Control PIN.
2. Navigate to the tab that corresponds to the action you wish to complete Block Channels (default), Block Ratings, Block Content, Hide Blocked Titles or Block Unrated Programs.
   a) To Block/Unblock a Channel, select one or more channels in the list and press OK SELECT. A lock will appear beside the blocked channel. All channels are unblocked by default.
   b) To Block/Unblock a Rating, select a rating in the list and press OK SELECT. A lock will appear beside the selected blocked rating and all ratings located below in the list eg. NC-17 is located below R. Default is Unblock all ratings.
   c) To Block by Content, select the content you wish to block in the list and press OK SELECT. Default is Unblock all.
   d) To Hide Blocked Titles, select Yes and press OK SELECT. Default is No.
   e) To Block Unrated Programs, select Yes and press OK SELECT. Default is No.
3. To exit, press EXIT twice or press LIVE to go back to the TV.

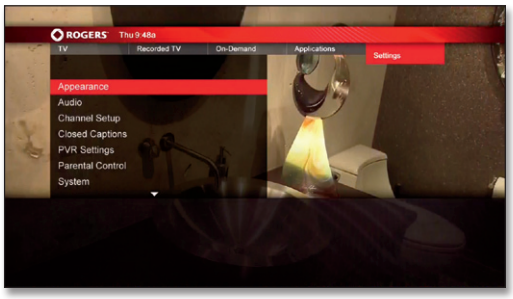
Settings

CUSTOMIZE YOUR TV EXPERIENCE.

Personalize your TV experience by changing audio languages, volume controls and more.

SETTINGS YOU CAN ACCESS/CONFIGURE INCLUDE:

1. Appearance to configure the Video and IPG appearance settings
2. Audio to configure Audio, Volume, Audio language and Described video (DVS) settings
3. Channel Setup to set Favourite channels and Hide/Unhide channels displayed in the Enhanced Guide
4. Closed Captions type, style, colour and character size
5. PVR Settings to set default settings for series recordings and default recording settings
6. Parental Control to set block/unblock Parental Control settings for Channels, Ratings, Content, and set Purchase PINs
7. System to set your Set Top Box name, Screen Language, Power on Settings (Channel, Menu) and Front Panel Display settings (Tuning, Standby)
8. Troubleshooting to Reboot the Set Top Box



TO ACCESS SETTINGS

1. To access the Settings Menu, press SETTINGS.
2. Scroll through the list to the feature you want to configure from the list above then press OK/SELECT.
3. Follow the on-screen prompts to configure the setting.

Did You Know

Settings only apply to the NextBox™ you have configured them for.

- Rogers recommends you block programs by rating to restrict access to adult content.
- Remember, if you have a NextBox™ HD PVR, you must enter your Parental Controls PIN to view programs recorded on a blocked channel, with blocked ratings or featuring blocked content.

Appearance settings allow you to configure video settings most suitable for your TV.

- Rogers recommends you keep your video appearance settings to 1080i HDTV, the default setting, to get the most from your NextBox™ HDPVR or NextBox™ HD Terminal.
- To change the aspect ratio from the default normal to zoom in on the video, press the # key once to Stretch, twice for Zoom 25% and three times for Zoom 50%.

Enhanced Guide Functions available through the Remote

TV Call Display	Press A to send to Voicemail when the banner is displayed on TV. Press B to temporarily disable the banner. Press C to access the Settings menu when the banner is displayed on your TV screen. Press EXIT to instantly close the banner.
Enhanced Guide	Press GUIDE.
Info Banner	Press INFO.
Exit the Guide/ Channel Banner/Menus	Press EXIT to close Guide or Channel Banner. Press EXIT to move back one level in the Menu.
Settings	Press SETTINGS.
Favourites	Press FAV to see a Guide view with Favorite channels only.
Rogers On Demand	Press ON DEMAND.
Aspect Ratio	Press # to change the aspect ratio of the video.
PVR Listings	Press LIST to see PVR listings for recorded shows.
PVR Listings	Press LIST from the PVR listings screen to see scheduled recordings.
Search	Press * to launch Search.
Weather	Press D to launch the Weather App.
Menu	Press MENU to launch a Menu of services and settings available for your Enhanced Guide.
PIP (Picture in picture)	Press ON-OFF to turn PIP on or off. Press SWAP to switch video focus in PIP (and hear audio). Press CH MENU / MENU to change channels within PIP.
Live TV	Press LIVE from any screen to close and return to video.

Rogers On Demand Portal

Rogers On Demand now gives you access to all On Demand channels from a single portal on Channel 100 or by pressing ON DEMAND.

ROGERS
Wed 9:37a
Rogers On Demand
Rogers on Demand gives you access to thousands of hours of popular TV shows, hit Hollywood movies, Music, and Sports whenever you want. With Rogers on Demand, there is always something on.
To Go Back
Saved Videos

HERE'S HOW TO ACCESS ON DEMAND:

1. Press ON DEMAND, or tune to Channel 100.
2. Use the arrow buttons on your remote to select an On Demand service and press SELECT. Depending on the service selected, you may need to select a subcategory to see the On Demand titles available.
3. Each On Demand title highlighted will display a title, long description, price/free, rating, format (HD/SD), rental period, availability and length of video.

PLAY AN ON DEMAND VIDEO:

1. Select the On Demand service from the Rogers On Demand portal and press SELECT. Depending on the service selected, you may need to select a subcategory to see the titles available.
2. Each On Demand title that is highlighted will display a title, long description, price/free, rating, format (HD/SD), rental period, availability and length. To play, select a program title, press SELECT and follow the prompts. Rental videos will require you to enter your Purchase PIN to confirm your purchase.
3. Your video will begin playing.

SET A BOOKMARK & PLAY A SAVED VIDEO:

1. You can set a bookmark for a video you are playing by pressing the ■ key.
2. To play the video from the bookmark, go to the Rogers On Demand Portal by pressing ON DEMAND or tuning to channel 100.
3. Anywhere within the On Demand Portal, you can press C and it will go to your Saved Videos.
4. Select the video from the list of Saved Videos and press SELECT. Videos that were previously purchased or played will be saved for the rental or save period identified when you first played the video.
5. When prompted, select Resume playing and press SELECT. The video will start playing at the same spot you stopped earlier. You may also choose to restart the video by selecting Play from Start.

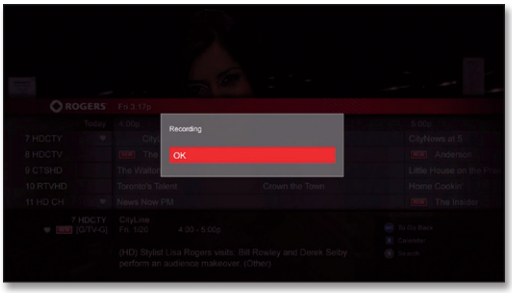
Did You Know

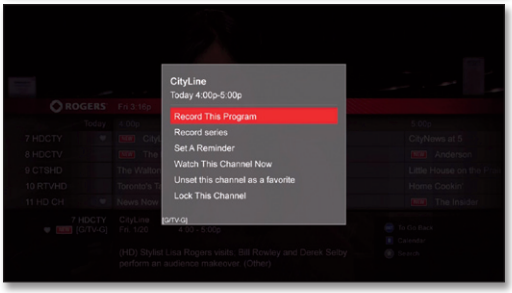
- Bookmarks for On Demand videos may only be saved during the rental/viewing period and only on the NextBox™ where you set the bookmark.
- For about the same price as you'd pay at a video store, you can choose a movie from a library of thousands, enter your purchase PIN, and the cost will automatically be added to your next bill.
- The Movies section of Rogers On Demand provides a new way of browsing, using movie posters to help you find what you want to watch. Navigate through the posters using the arrows or use PAGE + / − to scroll 5 titles to the left or right when in this view. You can switch view to a Text List View by pressing the key *.
- Charges apply to some On Demand programming content.

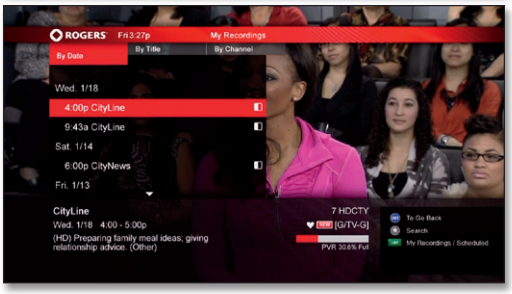
Your Personal Video Recorder (PVR)

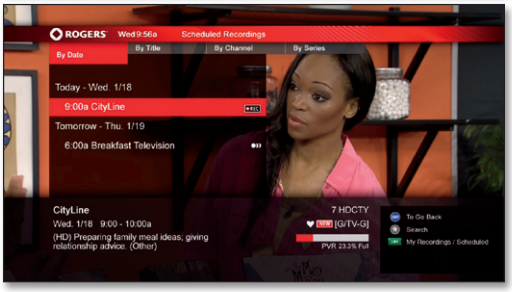
Your NextBox™ HD PVR puts you in control of what you watch, when you want. Benefits of your NextBox™ HD PVR include:

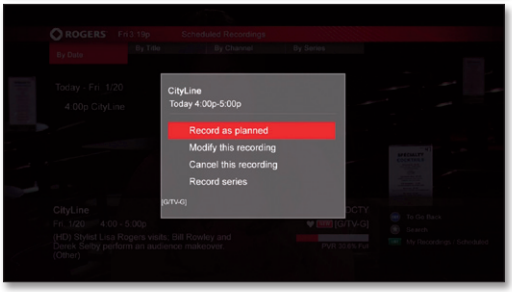
1. Rewind, fast forward and pause live TV. While watching a program, the NextBox™ HD PVR stores a digital copy for up to an hour so you won't miss anything.
2. Record up to 2 programs simultaneously or watch Live TV while recording another program. You can also record the program you are watching to view again at a different time or continue watching at a later date.
3. Set bookmarks to view videos from where you left off at a later time.
4. The Picture-In-Picture feature allows you to watch two shows simultaneously.











TO RECORD A PROGRAM

1. Select a program in the Enhanced Guide and press the key.
2. Select a future program on the Enhanced Guide and press . Select Record Program or Series and in the prompt that follows.
3. While watching a program press the key or press INFO and click on the Recording Icon.

TO PLAY A RECORDING

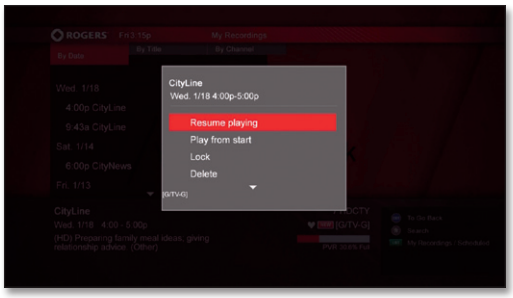
1. Press LIST.
2. In the List screen, select By Date, By Title, By Channel or By PVR (only available in a Whole Home PVR network) and scroll to the recorded program you wish to play. Press LIST again to view your scheduled recordings, select your scheduled recordings By Date, By Title, By Channel, By Series, by PVR.
3. Press .
4. Select Play from start or Resume playing and press . Your program will begin from either the start or the same spot it was stopped previously.

TO SET A BOOKMARK:

1. To set a bookmark, while a recording is playing, press .

TO SEE OR ADJUST SETTINGS FOR A SCHEDULED RECORDING

1. Press LIST twice or press MENU, navigate to Recorded TV, select Scheduled Recordings and press .
2. From Scheduled Recordings, select the recording you wish to modify and press . Follow the prompts to Modify the recording or Modify the series if applicable.
3. Single program settings that can be configured are Save Until, Lock, Start and Stop Times. Additional Series Record settings include Channel, Episodes, Time and Day.



TO DELETE A RECORDING

1. Press LIST.
2. In the List screen, select By Date, By Title, By Channel or By PVR (only available in a Whole Home PVR network) and scroll to the recorded program you want to delete and press SELECT.
3. Scroll to the Delete option and press SELECT.
4. Scroll using the ◄ arrow to the YES option and press to confirm you would like to Delete the recording.

TO MANAGE SETTINGS FOR RECORDINGS

1. Go to My Recordings, press LIST. From the My Recordings screen, select By Date, By Title, By Channel or By PVR (only available in a Whole Home PVR network) and scroll to the recorded program you want to adjust settings for and press SELECT.
2. Adjust the settings in the following prompt. You will not be able to specify a time period to save the recording from this point. Once you have completed adjusting the settings for the recording, select Save and SELECT.

Did You Know

- Settings for single program and series recordings can be configured by pressing SETTINGS and selecting PVR Settings. These recording settings are used by default each time you record a series or single program.
- You can playback your TV recordings from any TV in your home with Whole Home PVR. A Rogers Technician will need to install Whole Home PVR in your home and you are required to have at least 1 (up to 2) PVR(s), at least 2 digital set-top boxes, no more than 8 digital set-top boxes in total, and at least 2 active TV outlets to set up the service. There is a one-time installation fee however there is no additional monthly charge. At this time, NextBox™ HD PVR (Cisco Explorer 8642 HD PVR) and the NextBox™ HD Terminal (Cisco Explorer 4642 HD) devices are the only digital set-top boxes compatible with Whole Home PVR.
- Please visit rogers.com/whpvr for more details and ordering instructions.

Whole Home PVR

With Whole Home PVR you can watch what you want, when you want from any TV in your home. Every networked TV can playback and delete recordings saved on the NextBox™ HD PVRs, however you can only schedule recordings from the NextBox™ HD PVRs.

BENEFITS FOR WHOLE HOME PVR INCLUDE

1. Start watching a recording on one TV, stop and resume watching from the same spot on another TV.
2. Playback recordings from any networked TV, not only the one attached to the NextBox™ HD PVR.
3. Record, delete, and manage settings (Lock, Save until I delete, Save until space needed) for recordings on your NextBox™ HD PVR(s) from any TV.

TO RESUME WATCHING A RECORDING FROM ANOTHER TV

1. Select a recording from My Recordings, select Play and press OK.
2. When you are ready to switch rooms, press ■ to set the recording bookmark.
3. Move to another TV connected to your Whole Home PVR network, select the same recording from My Recordings, select Resume playing and press OK.
4. The recording will begin playing from the same spot it was stopped earlier.

Did You Know

- The same recording can be watched from up to 4 TVs (one of which is attached to the NextBox™ HD PVR with the recording) in the same house at once and viewers can rewind, fast-forward and pause without interfering with others viewing the same recording on another TV.
- You can have up to 2 NextBox™ HD PVRs and up to a total of 8 NextBox™ Terminals (including your NextBox™ HD PVRs) in a Whole Home PVR network.
- You can name each NextBox™ HD PVR in your Whole Home PVR network. From your NextBox™ HD PVR, press SETTINGS, scroll to System and press Scroll to Box Name and press OK. You can enter a name using the onscreen keyboard by selecting "Enter box name with keyboard" or you can scroll to a predefined name from the list (eg. LIVING ROOM, FAMILY ROOM, DEN, etc.) and then press OK. Once you have selected a name, scroll down to Save and press OK. Your NextBox™ HD PVR names will appear in the By PVR section of My Recordings and will allow you to identify the TV recordings saved on each NextBox™ HD PVR enabled with Whole Home PVR.

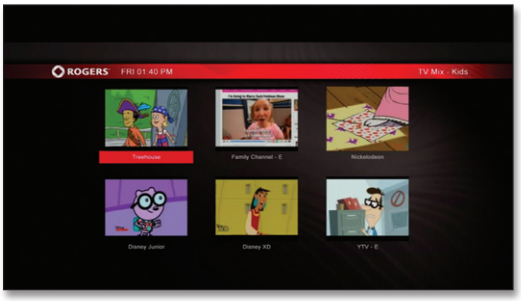
TV Mix

VIEW 6 CHANNELS ON ONE SCREEN

TV Mixes is a great way to follow many different programs at once, or to scan what's on and choose what you want to watch.

TO USE TV MIXES

1. To access TV Mixes press the MENU button to bring up the Enhanced Guide Menu.
2. Select the Applications Tab and select TV Mixes.
3. A pop-up with a list of available TV Mixes will appear. Select your TV Mix.

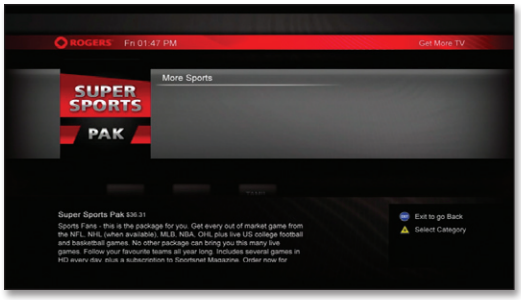


Get More TV

Get More TV is a convenient way to order new channels right from your TV.

TO USE GET MORE TV

1. To access Get More TV, press the MENU button to bring up the Enhanced Guide Menu.
2. Select the Applications tab and select Get More TV.
3. You can now conveniently order new channels and packages right from your TV.



Search

Search 7 days of TV Listings using an on screen keyboard and your Rogers remote.

ROGERS
Wed 09:24 AM
Search
Enter the first few letters of the TV show, movie, actor, or keyword. You will see search results appear instantly.
To enter text, you can use the on-screen keyboard or the letter keys on your remote.
New
Delete
Space
Exit to go Back
Change Search Criteria

TO USE SEARCH

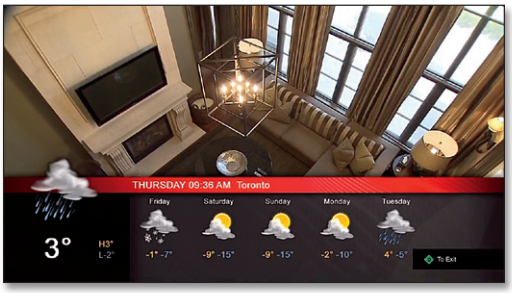
1. Press * from any screen to display the on screen keyboard. Search may also be accessed by pressing MENU, selecting Applications tab, selecting Search and pressing OK/SELECT.
2. Enter your search term. After entering at least 2 letters, search results will appear and include program title, format (HD/SD), date and time. Programs with more than one episode will appear in folders.
3. To see program information, select the program from the results and the program title and episode name (if applicable), long description, channel rating, duration, date and time will display in the bottom left corner.
4. For more options, press OK/SELECT and you will be able to tune to the channel or program (if currently playing), set a recording (NextBox™ HD PVR only), set a reminder, and see cast and crew info for the program.

Did You Know

Cast & Crew allows you to see other shows that a cast member is featured in. From the Info screen for a program listed in search results, select Cast & Crew, select a name in the list and see other programs the actor features in at the bottom left hand corner of the screen. To navigate to the other programs, select their name and press OK/SELECT. Search results featuring the other programs will replace the previous screen.

Weather

The Weather application displays 5 days of local weather and is available from any channel. The Weather information is localized according to where you live.



TO USE WEATHER

1. Press D and the 5 day weather forecast from The Weather Network will appear across the bottom of the screen. You can also access Weather by pressing MENU, navigating to the Applications tab, selecting Weather and pressing OK/SELECT.

Troubleshooting

IF YOU HAVE ANY PROBLEMS, FOLLOW THESE STEPS FIRST.

Most technical problems can be fixed by resetting your NextBox.™

HERE'S HOW TO RESET YOUR NEXTBOX™

1. Press GUIDE on your Rogers remote, select Troubleshooting and press SELECT.
2. Under the Diagnostics tab, select Reboot Set-top box and press SELECT. Confirm by selecting YES and pressing in the prompt.
3. Wait for approximately five minutes while your NextBox™ reboots.
4. Check to see if the problem you were having is now fixed.*
5. If it isn't fixed, please check **rogers.com/hookups** for more details

*Make sure your TV is on and set to the correct input (e.g., Ch 3, Video 1, etc.).

No Picture On Any Channel

SYMPTOM:

You turn on your television and NextBox™ but receive no picture on any of your channels.

POTENTIAL SOLUTIONS:

1. Ensure that all equipment is plugged in and turned on. If it is on and the screen is black, try tuning to Channel 03 on your NextBox.™ (Ensure that your TV is tuned to the correct input.) If no picture appears, go to Step 2.
2. There may be a problem with how your cables are connected to your home entertainment equipment. Ensure that the cables are connected properly and securely. (Additional information can be found at **rogers.com/hookups**)

IF THERE IS STILL NO PICTURE:

1. Disconnect the coaxial cable from your NextBox™ and connect it directly to your television.
   a) Change the channels on your TV. If a picture appears, proceed to Step 2 below.
   b) If no picture appears, please call us at **1 866 368-8335**.
2. Disconnect the cable from your television and reconnect it to your NextBox,™ then tune to Channel 01.

If this did not fix your problem, please visit **rogers.com** and click on the Support Tab to chat live with a Rogers representative, or contact us at **1 866 368-8335**.

Did You Know

Inputs vary among TVs. The input could either be a menu setting or a button found on your TV or your TV remote such as SOURCE or INPUT.

Troubleshooting

Sound Problems

SYMPTOM:

You can see a picture on your television, but there is no sound on any of the channels.

POTENTIAL SOLUTIONS:

1. Ensure that all applicable home entertainment equipment (e.g., TV, VCR, DVD, Home Theatre receiver, etc.) is powered on.
2. Ensure that the MUTE option is not selected on any of your home entertainment equipment.
3. Ensure that the volume is turned up on all of your equipment.
4. There may be a problem with how your audio cables are connected to your equipment. Ensure that the cables are connected properly and securely. (Visit **rogers.com/hookups** for more information.)
5. Ensure that your television and/or VCR are tuned to the correct input and output channels (e.g., HDMI, Video 1, etc.).

Remote Control Problems

SYMPTOM:

Your remote does not control your NextBox™ (On/Off, Volume, Channels, etc.).

POTENTIAL SOLUTIONS:

1. Verify that the remote is set to Cable Mode by pressing the CBL button at the top of the remote.
2. Ensure that there is no obstruction blocking the infra-red sensor of the remote from communicating with the NextBox.™
3. Ensure that the lights at the top of the remote blink when a button is pressed. If not, replace the batteries (2 AA).
4. If your remote can control all functions on your NextBox™ except the volume, ensure that the volume control is not set to the fixed option in the Settings menu. To check your Audio settings, press SETTINGS, select Audio and press SELECT, and ensure the volume control option in the prompt is set to Variable.
5. If you are still having problems, try changing channels by pressing the up or down buttons on the front of your NextBox.™ If this works, attempt to use the remote control again.

If this did not fix your problem, please visit **rogers.com** and click on the Support Tab to chat live with a Rogers representative, or contact us at **1 866 368-8335**.

Troubleshooting

Not Authorized Message

SYMPTOM:

You receive a **Not Authorized** message on a channel to which you subscribe.

POTENTIAL SOLUTIONS:

1. Ensure you are subscribed to the channel in question. If you are not currently subscribed to the channel, you can order it by calling Rogers at **1 866 368-8335**.
2. Re-authorize your NextBox™ by calling **1 866 894-9962** and following the voice prompts.
   a) Select your language.
   b) You will be prompted to enter your home phone number. Enter the phone number that is associated with your cable account. Hang up the phone.
   c) Your NextBox™ will be automatically re-authorized. It may take up to 30 minutes for this to happen.
   d) Check to see if the problem you were having is now fixed.

If this did not fix your problem, please visit **rogers.com** and click on the Support Tab to chat live with a Rogers representative, or contact us at **1 866 368-8335**.

Problems Viewing On Demand

SYMPTOM:

- You receive an error message when accessing any of the On Demand menus.
- You are unable to order an On Demand program.

POTENTIAL SOLUTIONS:

1. Reboot your NextBox™ by pressing SETTINGS, select Troubleshooting and select Reboot Set-top box under Diagnostics and press OK. Confirm in the prompt that follows and press OK.
2. Wait 5 minutes until the NextBox™ has rebooted.
3. Go back to the On Demand channel you were viewing.

If this did not fix your problem, please visit **rogers.com** and click on the Support Tab to chat live with a Rogers representative, or contact us at **1 866 368-8335**.

Troubleshooting

High Definition Picture Problems

SYMPTOMS:

High Definition programs do not properly fit your HDTV screen (picture appears squashed or stretched).

POTENTIAL SOLUTIONS:

Press # (ASPECT) to change the resolution on your HDTV to normal.

SYMPTOMS:

The HD picture quality is not as good as you expected.

POTENTIAL SOLUTIONS:

1. Ensure that you have an HD or HD-ready TV and a NextBox™ HD PVR or NextBox™ HD Terminal.
2. Ensure that you are using the HD cables provided by Rogers to connect your NextBox™ to your HDTV.
3. Ensure that the program you are watching is available in HD.
4. If you have the necessary equipment and cabling and the program is available in HD, press SETTINGS, select Appearance and press OK/SELECT. Make sure TV Type is set to 1080i or 720p HDTV (depending on your TV) in the prompt, select Save and press OK/SELECT. In the prompt select Begin Test and then confirm in the next prompt.

Frequently Asked Questions

What should I do if I have problems with my TV service?
Try rebooting your NextBox™ by pressing SETTINGS, select Troubleshooting and select Reboot Set Top Box and press SELECT. Wait 5 minutes until the NextBox™ has rebooted. If this did not fix your problem, please visit **rogers.com** and click on the Support Tab to chat live with a Rogers representative, or contact us at **1 866 368-8335**.

What happens if I move?
Don't worry – if you move to another Rogers area in which cable service is available, we'll move and install all your cable services for free. To ensure the changes are made in time, let us know 30 days in advance of your move. For more information, visit **rogers.com/moving**.

What if I have more questions about Digital TV?
To get the most from your Rogers services, just access the **rogers.com/NextBoxFAQs**

How can I pay my bill?
You have several options. You can pay:

- online at r**ogers.com/myrogers**
- with pre-authorized bank or credit card payments
- at most banks
- at most Rogers Plus locations
- by cheque; mail to: **Rogers Payment Centre**
  P.O. Box 4100, Don Mills, ON M3C 3P9

How do I order additional Rogers services?
There are several ways to order additional services and to get more information: Just access the **My Rogers Getting Started Centre** at **rogers.com/mystartup**.

Questions About My Service

Can I connect a VCR, DVD and/or a Home Theatre receiver to my NextBox™?
Yes. Get more information by visiting **rogers.com/hookups**.

Can I install my own extra outlet?
No. Rogers is responsible for installing all outlets. Up to 4 cable outlets are included with your initial installation charge.

Remote Control

How do I set up my Rogers remote control so that it can control my TV, VCR and/or DVD?
To set up your Rogers remote control please refer to page 8 in the printed Multi Product User Guide booklet.

My remote control is not working/not controlling my NextBox™ or other home entertainment devices. How can I fix it?
Make sure that you've programmed your remote to control your device. To learn how, please see page 9 in the printed Multi Product User Guide booklet. If you have programmed your remote to control these other devices, make sure that you've pressed the correct mode button (e.g., CBL, TV, VCR, etc.) at the top of your NextBox™ remote control.

Picture Problems

I'm not getting a picture on my TV. What should I do?
To correct this, follow the instructions on page 10 of this user guide.

I'm getting a Not Authorized message on channels that I subscribe to. How do I fix this?
Usually, re-authorizing your NextBox™ will fix this problem. Follow the instructions on page 10 of this guide.

My picture is not clear or displays incorrect screen colours. What should I do?
Make sure your cable connections are tightly secured and connected to the correct outputs/inputs on the NextBox.™

I don't like the Enhanced Guide/Menu colours. How can I change them?
Unfortunately there are no options for changing the colours of your Enhanced Guide.

Sound Problems

How do I know if a program or movie is broadcast in stereo or Dolby Digital 5.1?
You can find out by using the Enhanced Guide. Press GUIDE, scroll to the desired program/movie and highlight it. Programs in Stereo or Dolby Digital 5.1 will have Stereo or 5.1 in brackets in the program information portion of the screen.

I've programmed my remote, but I want it to control the TV volume instead of the NextBox™ volume. How do I change this?
Follow the instructions on page 9 in the printed Multi Product User Guide booklet to switch the volume that your remote controls.

High Definition TV

What equipment do I need to view HD programs?
You will need either a High Definition or High Definition-ready television and a NextBox™ HD PVR or NextBox™ HD Terminal.

How do I know if a program is available in HD?
HD channels usually have HD or H in the channel name in the guide eg. 7HDCTY and will also have HD in brackets in the program description located at the bottom of the Guide screen.

Did You Know

If you have a NextBox™ and a 3DTV, you can tune to channel 900 and enjoy 3DTV programming and special events.

How do I use the stretch and zoom functions of the NextBox™ HD PVR or NextBox™ HD Terminal?
Press # (ASPECT) on the remote to toggle through the stretch options.

Why do some of the programs on my High Definition TV look sharper than others?
Even though your TV is high definition, you can still watch non-high definition programming. It could be that you are actually watching a standard definition show, which will make the picture seem less sharp than you're used to with high definition. Please verify that you are watching a high definition channel in your Enhanced Guide.

Personal Video Recorder (PVR)

How many programs can I record at one time?
You can record up to two programs simultaneously and still watch other titles in your already recorded titles list.

When I press LIST on my remote, nothing happens or I receive a Not Authorized message. How do I fix this?
Usually, resetting or re-authorizing your NextBox™ will fix this problem. Follow the instructions on page 11 of this guide.

I've been tuned to a show since it started. Can I save this show to my recorded programs list?
Yes, provided that the length of the program does not exceed one hour and that you have been tuned to the show since the beginning. If not, only the portion that you've watched since your last channel change will be saved. Press ● on the remote to save it.

Can I use my NextBox™ HD PVR to record Pay Per View (PPV) events and On Demand programming?
You can record PPV movies and events after first buying the PPV event. You cannot record On Demand movies or programs.

I've set up Parental Controls on my NextBox.™ Do the same Parental Controls apply to PVR recordings?
Yes. If you block programs by channel or rating or content in the Settings menu, those settings are carried over to PVR recordings. To watch blocked recorded programs, you will need to enter your Parental Controls PIN (your default PIN is "0000"), see page 4 of this guide.

Why do I receive an error message when I try to change channels during recordings?
The NextBox™ HD PVR will display a Channel Tune Conflict Notice message if you are already recording two programs and attempt to tune to another channel. In this situation, you can press ● to stop one of the recordings and then tune to the desired channel. Or you can watch one of the shows that you are recording by selecting from the on-screen prompt.

I set up a hockey game (or any live event) to record. Why wasn't the overtime period recorded?
Sometimes events or programs run beyond their scheduled end times. For tips on extending the recording time for these types of events or shows, see page 8 of this guide.

How long can I pause live TV?
You can pause live TV for up to one hour.

How far back can I rewind live TV?
You can rewind up to one hour of live TV, depending on how long you have been tuned to the program. Each time you change channels, a new copy is stored in the built-in recorder. For example, if you've been watching the same channel for 15 minutes, you can rewind that 15 minutes of programming.

What does the red light mean on the front of the NextBox™ HD PVR?
When the red record light is on, a show is currently being recorded.

Does my NextBox™ HD PVR need to be powered on to record programs?
No. As long as your NextBox™ HD PVR is plugged in to both the power and a cable outlet, it will record the programs you have scheduled, regardless of whether it is turned on or off.

What happens if my NextBox™ HD PVR temporarily loses power?
Everything you have recorded prior to losing power will be saved. However, recordings you have scheduled while the NextBox™ HD PVR is without power will not be recorded for the duration of the power loss. Scheduled recordings' will resume once the power has been restored.

Why is my NextBox™ HD PVR not recording every episode of my favourite program?
Perhaps your favourite program's title changes slightly from week to week. Such things as (HD) or other variances in the title will make the PVR think it is a different show and will not record it. Browse your Scheduled Recordings list to see if your favourite program is set to record in the next few days. If not, reset it to record the same way you've done in the past.

Whole Home PVR

What should I do if I can't playback one or more recordings from my Whole Home PVR?

In the event that your NextBox™ HD Terminal can't playback one or more recordings from the NextBox™ HD PVR, try rebooting booth the NextBox™ HD Terminal and the NextBox™ HD PVR. If the NextBox™ HD Terminal still cannot playback the recording, try playing the recording from the NextBox™ HD PVR in which it is saved on. This issue only occurs intermittently and there is currently no fix for it as of yet.

Why does my NextBox™ HD Terminal freeze when I try to delete a recording from the list?

Deleting a recording from the NextBox™ HD Terminal may cause the PVR menu to freeze. When this happens, simply turn the NextBox™ HD Terminal off and on to refresh your screen. The recording you were trying to delete should be deleted provided there are no conflicts with other networked NextBox™ HD PVR or NextBox™ HD Terminals trying to watch that specific recording.